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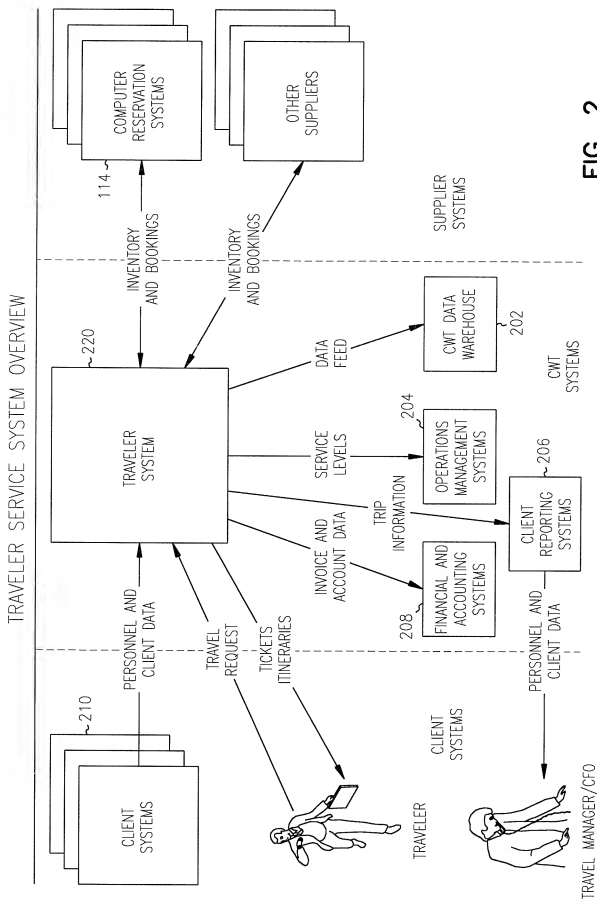


FIG. 2

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Carlson
Wagonlit
Travel

User identifier: j_doe

User password: *****

OK Cancel

FIG. 3

[illegible]

FIG. 4

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502
504
505

1) ID
2) Address
3) Communication
4) Air
5) Car
6) Hotel
7) Credit Card
8) International
9) All

Traveler

First name:

Middle name:

Last name:

Suffix:

Reset Password

Human Resource ID:

PIN:

Birthdate:

Passenger type:

Arranger List...

Client Related

Name:

Sub unit:

Traveler type:

Edt...

Activation date:

Expiration date:

☒ Initial verification

Traveler List...

Reporting

Description	R	P	Type	Value
HOLD			Traveler Static	QWER-7890
Department Number			Transactional	
HOLD			Sub Unit Static	

Editable at:

Default Value:

Mask:

Minimum: 4 character(s)

Value:

Set

FIG. 5A

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Maintain Traveler Information

Identification Address **Communication** Air Car Hotel Credit Card

Address

Preferred Type	Line1	City	State	Zip Code
Home	883 Johnson Ave.	Dunkirk	MIN	55993
✓ Work	9475 Appleton Way	Dunkirk	MN	55993

Delete

Type: Home
Mail stop:
Line 1: 883 Johnson Ave.
Line 2:
City: Dunkirk
State: Minnesota Zip: 55993
Country: USA
☐ Preferred Set

Electronic Mail

Type	Address
Personal	
Work	pjohnson@mindware.net

Delete

Type: Personal
Address:
Set

OK Cancel

FIG. 5B

7/63

Maintain Traveler Information

Identification Address **Communication** Air Car Hotel Credit Card

Telecommunication

Preferred Type	Number
Home Fax	
Home Voice	+1-612-555-9999
Mobile Fax	
Mobile Pager	
Mobile Voice	
✓ Work Fax	+1-610-444-2222
✓ Work Voice	+1-612-555-9987x543

Delete

Type: Home Fax
Number:
☐ Preferred Set

Emergency Contact

Name:
Relationship:
Number:

OK Cancel

FIG. 5C

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Maintain Traveler Information

Identification Address Communication **Air** Car Hotel Credit Card

Vendor

AL	Preferred	Loyalty #
NW	Y	1111111111
AA	Y	743984632

Add Delete

Airline: ☐ Preferred

Loyalty number: Set

Seat

No Smoking Aisle

Booking memo

Meal

Type Comment

Diabetic Meal

Booking memo

Other

Home airport:

Home city: CHI

☒ E-ticket

First Special Request

Second Special Request

OK Cancel

520

522

524

526

528

FIG. 5D

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The screenshot shows a software window titled "Maintain Traveler Information" with a close button (X) in the top right corner. Below the title bar is a tabbed interface with tabs for "Identification", "Address", "Communication", "Air", "Car", "Hotel", and "Credit Card". The "Air" tab is currently selected.

Under the "Air" tab, there are three main sections:

- Vendor:** A table with columns "Vendor", "Preferred", and "Loyalty #". It contains four rows of data: AL (Y, 34324342), ZE (343214123), ZL (99812643), and ZT (Y). Below the table are "Add" and "Delete" buttons. Callout 530 points to the table.
- Vendor:** A form with a "Vendor:" label, a text input field, a "Preferred" checkbox, and a "Loyalty number:" label with a text input field and a "Set" button. Callout 532 points to the "Preferred" checkbox.
- Vehicle:** A form with "Class:" and "Type:" labels, each followed by a dropdown menu. To the right of each dropdown are two checked checkboxes: "Air Conditioning" and "Automatic Transmission". Callout 534 points to the "Air Conditioning" checkbox.

Below the "Vehicle" section is an **Other** section containing two text input fields: "Special Instructions" and "Booking Memo". Callout 536 points to the "Special Instructions" field.

At the bottom right of the window are "OK" and "Cancel" buttons.

FIG. 5E

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The screenshot shows a window titled "Maintain Traveler Information" with a standard Windows-style title bar (minimize, maximize, close buttons). Below the title bar is a tabbed interface with the following tabs: 1)ID, 2)Address, 3)Communication, 4)Air, 5)Car, 6)Hotel, 7)Credit Card, 8)International, and 9)Rail. The "6)Hotel" tab is currently selected.

Under the "6)Hotel" tab, there are two main sections:

- Vendor**: This section contains a table with columns "Chain", "Preferred", "Loyalty #", and "Discount #". The table is currently empty. Below the table are "Add" and "Delete" buttons. Further down, there are input fields for "Chain:", "Loyalty Number:", and "Discount Number:", along with a "Preferred" checkbox and a "Set" button.
- Other**: This section contains a "Room Type:" dropdown menu set to "Standard". Below this is a "Special Instructions" section with "Bed Preference:" and "Smoking Preference:" dropdown menus, both set to "None". A "Description" text area contains the text "please add fax machine". Below the description are "Add..." and "Remove" buttons.

At the bottom of the window is a "Booking Memo" text area. The bottom right corner of the window has "OK" and "Cancel" buttons.

Reference numbers are placed to the right of the window:

- 538 points to the Vendor table.
- 540 points to the "Preferred" checkbox.
- 542 points to the "Room Type:" dropdown menu.

FIG. 5F

11/63

The screenshot shows a window titled "Maintain Traveler Information" with a tabbed interface. The tabs are: Identification, Address, Communication, Air, Car, Hotel, and Credit Card. The "Air" tab is currently selected. Inside the window, there is a section labeled "Vendor" which contains a table with the following columns: Air, Car, Hotel, Vendor Number, Description, and Expiration. The table lists three vendors: "PersonalMasterCard", "myDiscover", and "TestMasterCard". Below the table are "Add" and "Delete" buttons. At the bottom of the window are "OK" and "Cancel" buttons.

Air	Car	Hotel	Vendor Number	Description	Expiration
	✓		CA 1928374651938460	PersonalMasterCard	0199
✓			DS 9984726354812740	myDiscover	1198
	✓		CA 5478590041030299	TestMasterCard	1099

544

546

Vendor: American Airlines Credit Card

Number:

Description:

Expiration date:

☐ Preferred for Air ☐ Preferred for Car ☐ Preferred for Hotel

OK Cancel

FIG. 5G

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Determine Policy

Company: Medtronic

Sub Unit: Information Technology

Traveler Type: Salespersons

OK Cancel

~548

FIG. 5H

13/63

Maintain Arranger Traveler List

Search Criteria

Company: 3M

PIN:

Last name: j

First name:

MI:

Find

Traveler List (Ctrl+L)

Name	PIN	Business Phone	Home Phone
Jones Ayden Nicholas	10000001	+1-333-993-9933	
Johnson Pat	10000061	+1-612-555-9987x543	

Add Remove

Travelers for arranger (Ctrl+T): Doe, Jane

Name	PIN	Business Phone	Home Phone
Johnson Pat	10000061	+1-612-555-9987x543	
Doe John	10000062	+1-218-666-2345x4444	
Olson Dana	10000063	+1-999-888-7777x9876	

OK Cancel

FIG. 51

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Identify Traveler

Caller

Name: Jane Doe

Traveler/Arranger Information

Company: Widgets, Inc.

PIN: 10004

Last name:

First name:

MI:

End

Traveler List (Ctrl + L)

Name	PIN	Business Phone	Home Phone
▼ Doe Jane M	10004	+1-612-540-5000	
Johnson Pat M	10001	+1-612-555-9987x543	
Doe John M	10002	+1-218-666-2345x4444	
Olson Dana M	10003	+1-999-888-7777x9876	

Traveler List... New Traveler...

Service

☒ New Order ☐ Open Existing Order

OK Cancel

FIG. 5J

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Maintain Traveler Information [X]

1)ID 2)Address 3)Communication 4)Air 5)Car 6)Hotel 7)Credit Card 8)International 9)Rail

Documents

Country	Type	Identifier	Expiration

Add Delete

Country: USA
Type: Passport
Identifier:
Expiration Date: 5/1 Set

Citizenship

Country
USA

Add Delete

Country: USA Set

OK Cancel

506

508

FIG. 5K

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The image shows a graphical user interface window titled "Maintain Traveler Information". At the top, there is a series of tabs labeled 1)ID, 2)Address, 3)Communication, 4)Air, 5)Car, 6)Hotel, 7)Credit Card, 8)International, and 9)Rail. The "9)Rail" tab is currently selected. Below the tabs, the "Rail" section contains three dropdown menus: "Seat Type:" with "No Preference" selected, "Seat Direction:" with "No Preference" selected, and "Smoking:" with "No Preference" selected. At the bottom right of the window, there are "OK" and "Cancel" buttons.

FIG. 5L

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600

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Inventory Window

Air

F5

Car

F6

Hotel

F7

Air Availability Search

Date

From

To

Time

Airline

Crx

14OCT

31

MSP

MCO

7a

Find

Tariffs...

Schedules...

1) Su 14OCT MSP-MCO

1	2	3	AL	Flt	From	To	Depart	Arrive	Eqp	Stp	Meal	Availability
1	-	P	NW	586	MSP	MCO	7:30a	11:42a	320	0		P9 F7 Y9 B9 M9 H0 Q0 V0 K0
-	-	-	SY	428	MSP	MCO	12:45p	4:50p	738	0		Y4 B0 M0 H0 Q0 V0 L4 W0
1	-	P	NW	584	MSP	MCO	1:10p	5:14p	725	0		P9 F1 Y9 B9 M9 H9 Q0 V0 K0
1	-	P	NW	592	MSP	MCO	3:00p	7:06p	D10	0		P9 F9 Y9 B9 M9 H9 Q9 V9 K9
1	-	P	NW	886	MSP	MCO	7:00p	11:06p	320	0		P9 F4 Y9 B9 M9 H9 Q9 V9 K9
-	-	-	DL	697	MSP	ATL	7:00a	10:34a	M80	0		F7 A7 Y7 B7 M7 H7 Q7 K7 L7 U7
-	-	-	DL	349	ATL	MCO	11:35a	1:03p	764	0		F7 A7 Y7 B7 M7 H7 Q7 K7 L0 U0

Booking class (Alt+B):

Y

Reserve

Air Details...

Mgre

Reserved Flights (Alt+End)

Date	AL	Flight	Cls	From	To	Cxn	Depart	Arrive	Eqp	Stops	Meal	Seat	Fare Basis	Status
14OCT	HP	612	Y	MSP	LA5	O	7:25a	8:36a	320	0	5			HK
14OCT	HP	196	Y	LA5	SAN	X	9:10a	10:15a	733	0				HK
19OCT	HP	402	Y	SAN	PHX	O	7:00a	8:13a	320	0				HK
19OCT	HP	750	Y	PHX	MSP	X	9:21a	2:25p	319	0	5			HK

Low Fare Search...

Price...

Seats/Meals...

Confirm W/L

Cancel Flight

Menu [F12]

Manual Air...

Save Order

Close

604

606

FIG. 6A

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Low Fare Search

Low Fare Search Criteria

Air Components

1	2	3	Date	AL	Flight	Cls	From	To	Cxn	Depart	Arrive	Eqp	Stops	Meal	Seat	Fare Basis	Status
✓	-	-	15OCT	AA	1182	N	DEN	DFW	M	7:00a	10:02a		0				SS
✓	-	-	15OCT	AA	1464	N	DFW	ATL	O	11:02a	2:05p		0				SS
✓	-	-	18OCT	AA	1355	N	ATL	DFW	M	7:06a	8:20a		0				SS
✓	-	-	18OCT	AA	1427	N	DFW	DEN	O	9:32a	10:34a		0				SS

Preferred airlines:

Excluded airlines:

Flights:

Travel window (+/- hrs):

☐ Include multi-airports
☐ No restrictions
☐ No penalty fares
☐ No advance purchase fares

Find

1) Reserved - 570.50 2) Alternate - 344.00 AA 3) Alternate - 345.50 AA 4) Alternate - 566.00 US

1	2	3	Date	AL	Flight	Cls	From	To	Cxn	Depart	Arrive	Stops	Fare Basis
1	-	-	15OCT	AA	1182	N	DEN	DFW	O	7:00a	10:02a	0	NE141X
1	-	-	15OCT	AA	1464	N	DFW	ATL	X	11:02a	2:05p	0	NE141X
1	-	-	18OCT	AA	1355	N	ATL	DFW	O	7:06a	8:20a	0	NE141X
1	-	-	18OCT	AA	1427	N	DFW	DEN	X	9:32a	10:34a	0	NE141X

Vendor Messages

PENALTY APPLIES
RULES DATA NOT AVAILABLE FOR VALIDATION

Air Component Groupings (Alt +End)

Stored Fare	Low Fare	Compare Fare	Date	Airline	Flight	Cls	From	To
-	344.00	-	15OCT	AA	1182	N	DEN	DFW
			15OCT	AA	1464	N	DFW	ATL
			18OCT	AA	1355	N	ATL	DFW
			18OCT	AA	1427	N	DFW	DEN

Menu [F12] **Close**

FIG. 6B

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Price

Price Search

1	2	3	Date	AL	Flight	Cls	From	To	Cxn	Depart	Arrive	Eqp	Stops	Meal	Seat	Fare basis	Status	E-Tkt
✓	-	-	15OCT	AA	1182	N	DEN	DFW	M	7:05a	10:02a		0				SS	Y
✓	-	-	15OCT	AA	1464	N	DFW	ATL	O	11:02a	2:05p		0				SS	Y
✓	-	-	18OCT	AA	1355	N	ATL	DFW	M	7:05a	8:20a		0				SS	Y
✓	-	-	18OCT	AA	1427	N	DFW	DEN	O	9:32a	10:34a		0				SS	Y

Pricing option: Lowest Available Fare ☒ Apply Contracts
Passenger type: Adult

Price

Tariffs...

Air Details...

Fare Details

Base (USD): 295.82
Ev: 0.00
Taxes: 48.18
Total (USD): 344.00

AL	From	To	Cxn	Fare basis	Base	SChrg	MJR
AA	DEN	DFW	O	NE14NN	0.00	0.00	R
AA	DFW	ATL	X	NE14NN	147.91	0.00	R
AA	ATL	DFW	O	NE14NN	0.00	0.00	R
AA	DFW	DEN	X	NE14NN	147.91	0.00	R

Alternate booking class:
Last day to ticket: 24MAY
Vendor messages
PENALTY APPLIES

EXPENSIVE

Show Taxes...

Air Component Groupings (Alt+End)

FC	Stored	Low	Compare	Just.	Tour code	VC	Comm.	Discount	Tkt desig.	Date	AL	Flight	Cls	From	To		
-		344.00	-														
												15OCT	AA	1182	N	DEN	DFW
												15OCT	AA	1464	N	DFW	ATL
												18OCT	AA	1355	N	ATL	DFW
												18OCT	AA	1427	N	DFW	DEN

Fare Details

Menu [F12]

Close

FIG. 6C

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Rules for Fare Basis Code: Y (NW MSP - DTW on 19990514)

*\$VMSP/DTW/14MAY/@Y*NU

GENERAL INFORMATION

CARRIER CODE: NW TARIFF: DFR-2

BOOKING CODE: Y YN RULE NO: 2000

TYPE OF FARE: NORMAL ONE WAY

CONSTRUCTION: RULE 165 -FARE CONSTRUCTION- DOES NOT APPLY

***** THESE SUBJECTS APPLY *****

MSP/DTW/14MAY/@Y*NU

0 GENERAL INFORMATION 10 PERMITTED COMBINATIONS

More Close

FIG. 6D

Taxes			
City	Type	Amount	
DEN	XF	4.50	
DFW	XF	3.00	
ATL	XF	4.50	
DFW	XF	3.00	
DEN	ZP	2.75	
DFW	ZP	2.75	
ATL	ZP	2.75	
DFW	ZP	2.75	
			Close

FIG. 6E

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Seats/Meals/Special Requests

Air Components

Date	AL	Flight	Cls	From To	Cxn	Depart	Arrive	Eqp	Stops	Meal	Seat	Fare Basis	Status
✓ 19AUG	UA	1430	Y	MSP ORD	O	8:00a	9:14a	722	0				SS
✓ 22AUG	UA	353	Y	ORD MSP	O	7:46a	9:07a	737	0				SS

View Seat Map... Cancel Seat

Seat

No Smoking Aisle

Reserve Seat Reserve All Seats

Meals

Diabetic Meal

Reserve Meal Reserve All Meals

Other Requests

To Complete a Party

Add Request Add Request To All

Existing Requests

Date	AL	Flt	SIPPCode	Status	Description
------	----	-----	----------	--------	-------------

Cancel Request

Menu [F12] Close

620 622 624 626 628

FIG. 6F

REPLACEMENT SHEET









FIG. 6G



23/63

Flight NW353Y 27JUN MSP - SFO
X

Seat Map Legend

 Available	 Preferred
 Unavailable	 Undesirable
 Occupied	 Smoking

Graphical Seat Map - D4J

 Front of Aircraft 

	A	B		C	D	E	F	G		H	J	
B			10						10			B
			11						11			
			12						12			
			13						13			
			14						14			
			15						15			
W			16						16			W
W			17						17			W
W			18						18			W
W			19						19			W
W			20						20			W
W			21						21			W
← WB			22						22			WB →

Row Seat

Seat request:







OK
Cancel

FIG. 6H

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Flight UA417Y 14SEP DEN - SFO
X

Seat Map Legend

 Available	 Preferred
 Unavailable	 Undesirable
 Occupied	 Smoking

Graphical Seat Map - 319

↑ Front of Aircraft ↑

	A	B	C		D	E	F	
				3				
				4				
				5				
				6				
W				7				W
W				8				W
W				9				W
W				10				W
W				11				W
W				12				W
W				13				W
W				14				W
W				15				W

Row Seat

Seat request:

OK
Cancel

FIG. 6I

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FIG.6 J

26/63

Schedule Information

Schedule Search

Date
14 MAY

From
DFW

To
PHX

Time
7a

Airline

Find

Schedule Summary (14 MAY DFW-PHX)

1	2	3	AL	Flight	From	To	Depart	Arrive	Eqp	Stp	Operational Days
-	-	-	HP	336	DFW	PHX	6:30a	6:51a	735	0	XXXXXX
-	-	-	HP	336	DFW	PHX	6:30a	6:51a	735	0	SMTWTFX
-	-	P	AA	1673	DFW	PHX	8:05a	8:34a	M80	0	SMTWTFX
-	-	-	HP	2621	DFW	PHX	9:15a	9:35a	733	0	XMTWTFX
-	-	-	HP	2765	DFW	PHX	9:15a	9:35a	735	0	SXXXXXX
-	-	P	AA	563	DFW	PHX	9:24a	9:59a	M80	0	SMTWTFX
-	-	-	DL	1525	DFW	PHX	10:00a	10:34a	M80	0	SMTWTFX
-	-	P	AA	1927	DFW	PHX	10:41a	11:17a	M80	0	SMTWTFX
-	-	P	AA	261	DFW	PHX	11:49a	12:16p	M80	0	SMTWTFX
-	-	-	HP	2488	DFW	PHX	12:00n	12:17p	735	0	SMTWTFX
-	-	P	AA	1065	DFW	PHX	12:44p	1:18p	M80	0	SMTWTFX
-	-	P	AA	2243	DFW	PHX	2:10p	2:46p	M80	0	SMTWTFX

Air Details...

More

Close

FIG. 6K

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The figure displays three sequential screenshots of a graphical user interface window titled "Air Details". Each window has a sidebar on the left with radio buttons for selecting different tabs: General, Airport Information, Contract Information, Equipment, Flight Information, Journey Time/Stop Locations, Mileage, and Minimum Connection Time.

First Screenshot (General tab selected): The main area displays flight details for United Air Lines. The text reads: "Airline Name: United Air Lines", "Departing from: Minneapolis, (MSP)", and "Arriving in: Chicago, (ORD)". A "Close" button is at the bottom right. A handwritten number "632" is next to the window.

Second Screenshot (Airport Information tab selected): The main area displays airport details for MSP / MINNEAPOLIS/ST PAUL MN U.S.A. The text includes: "AIRPORT NAME. . . . MINNEAPOLIS/ST PAUL INTL AIRPORT", "AIRPORT CODE. . . . MSP / CITY CODE. . . . MSP", "PORT OF ENTRY. . . . YES", "AIRPORT ADDRESS. . . . ST PAUL MN 55111", "AIRPORT LOCATION. . . . 10 MI SE OF DNTWN MINNEAPOLIS", "8 1/2 MI SW OF DNTWN ST PAUL", "AIRPORT DIRECTIONS. . FROM WEST: ARPT EXIT OFF FUY 494", "FROM EAST: MINN 5 TO ARPT EXIT", "FROM NORTH: HIAWATHA AVE TO MINN", "SS TO MINN 5 WEST TO", "ARPT EXIT.", "8 1/2 MI SW OF DNTWN ST PAUL", and "AIRPORT DIRECTIONS. . FROM WEST: ARPT EXIT OFF FUY 494". A "Close" button is at the bottom right. A handwritten number "634" is next to the window.

Third Screenshot (Contract Information tab selected): The main area displays contract details. The text includes: "General Air Contract Information", "- Vendor: UA", "- Preference Level: 2", "- This is a Negotiated Contract", "Date Information", "- Valid from 09/18/1998 to 12/01/1999", "- Except For:", "* 09/04/1998 to 09/04/1998", "Discount Section", "- TSSUA22 22% off front end only to all domestic", "- TSSUA22 markets including Hawaii and Canada", "- TSSUA22 Lowest available fare type", "Restrictions Section", "- TSSUA22 Day/Time: Not applic for Sat. travel". A "Close" button is at the bottom right. A handwritten number "636" is next to the window.

FIG. 6L

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Tariff Display
Close

Date: 22AUG 31

From: MSP To: ORD

Fare Type: Adult - Normal/Excursion

Global Indicator: None

☐ No Restrictions

☐ No Penalty Fares

☐ No Advance Purchase Fares

Find

Tariff Summary (22AUG MSP-CHI)

1	2	3	FareBasis	Cls	AL	OW	RT	AP	Min/Max	Eff	Exp	FTD	LTD	M/R	GI	RI
-	-	-	TR14NR	NJ			118.00	14D	1D/					R		
-	-	-	QES21BN	NW			236.00	21D	6D/30D					R		
-	-	-	P VE215NR	AA			236.00	21D	6D/30D					R		
-	-	-	P HOE21NQ	UA			236.00	21D	6D/30D					R		
-	-	-	P QES21NW	DL			236.00	21D	6D/30D					R		
-	-	-	P V14NR	NJ		119.00		14D	/					R		
-	-	-	P HE21NQ	UA			257.00	21D	6D/30D					R		
-	-	-	P QE21NN	DL			257.00	21D	6D/30D					R		
-	-	-	P QE21NR	NW			257.00	21D	6D/30D					R		
-	-	-	P V21ENR	AA			257.00	21D	6D/30D					R		
-	-	-	P HES14NN	DL			315.00	14D	6D/30D					R		
-	-	-	P QEI45NR	AA			315.00	14D	6D/30D					R		
-	-	-	P MOE14NQ	UA			315.00	14D	6D/30D					R		
-	-	-	P HES14BN	NW			315.00	14D	6D/30D					R		
-	-	-	P H7NR	NJ		159.00		7D	/					R		
-	-	-	P HE14NR	NW			343.00	14D	6D/30D					R		
-	-	-	P HE14NN	DL			343.00	14D	6D/30D					R		
-	-	-	P ME14NQ	UA			343.00	14D	6D/30D					R		
-	-	-	P Q14ENR	AA			343.00	14D	6D/30D					R		
-	-	-	BLND	MT		190.00		1D	/					R		

Rules...

More

Calculator...

Close

640

FIG. 6M

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Wrap Up Main Window

Recap
Travel Order
Store Fare
Form Of Payment
Ticketing/Delivery

☐ Recap Refused

Departure	City	Type
11/17/1999	Los Angeles (LAX)	Air

Mr./Ms. Jones is Confirmed for travel on Northwest Airlines flight number 303 in booking class Y scheduled to depart from Minneapolis (MSP) on We 17NOV at 5:00p arriving in Los Angeles (LAX) at 6:59p on a 757.
This is a nonstop flight.
There is no meal service offered.

Mr./Ms. Jones is Confirmed for travel on Northwest Airlines flight number 308 in booking class Y scheduled to depart from Los Angeles (LAX) on Th 25NOV at 3:20p arriving in Minneapolis (MSP) at 8:52p on a D10.
This is a nonstop flight.
There is no meal service offered.

Menu [F12] Deferred Tasks... Remarks... Ticket Copy itinerary Copy Ok Cancel

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FIG. 6N

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651

650

652

505

Wrap Up Window

1) Store Fare
2) Form Of Payment
3) Service Fee
4) Ticket
5) Delivery

Stored Fare	Date	From To	Tkt Type	Exchange	FOP	Split
344.00	15OCT	DEN-ATL				

Ticket Type
Departure date/time: 15OCT 709a
Last day to ticket: 24HAY
Ticket type: Electronic Ticket

☒ Split via MCO
MCO document number: 3323233454
☐ Split via itinerary remark

Form of Payment

Travel type: Business
Amount: USD 219.00
FOP Description: AirTravelOnly
Vendor: American Express
Number: 370000000000028
Expires: 12/01

Split Payment

Travel type: Personal
Amount: USD 125.00
FOP Description: myAMEXcard
Vendor: American Express
Number: 370000000000028
Expires: 12/01

Client Defined Data for Form of Payment

Description	R	P	Type	Value
HOLD			Traveler Static	QWER-7890
Department Number			Transactional	33212
HOLD			Sub Unit Static	12345

Editable at: TIP and WrapUp
Mask: NUMBIN Minimum: 3 character(s)
Value: 33212

Exchange Expected... Exchange Information...

Menu [F12] Save Order Order Ticketing Travel Box Close

FIG. 60

31/63

656

658

Wrap Up Window

1) Store Fare 2) Form Of Payment 3) Service Fee 4) Ticket & Delivery	Ticket	Delivery Address
	Last day to ticket: 24MAY	Address type: Work
	Ticket issuance: 31	Attention: Rick Anderson
	Printer location: TDC	Mail stop:
	Printer:	Company: Mercury Three
	Itinerary Delivery	Address line 1: 123 Main St
	Delivery method: Fax	Address line 2:
	Receive by: 23MAY	City: Atlanta
	Fax: 763-212-4300	State/Province: GA Postal code: 30303
	Delivery: 763-212-0684	Country: USA
	Indicates:	Telephone: 763-212-0684

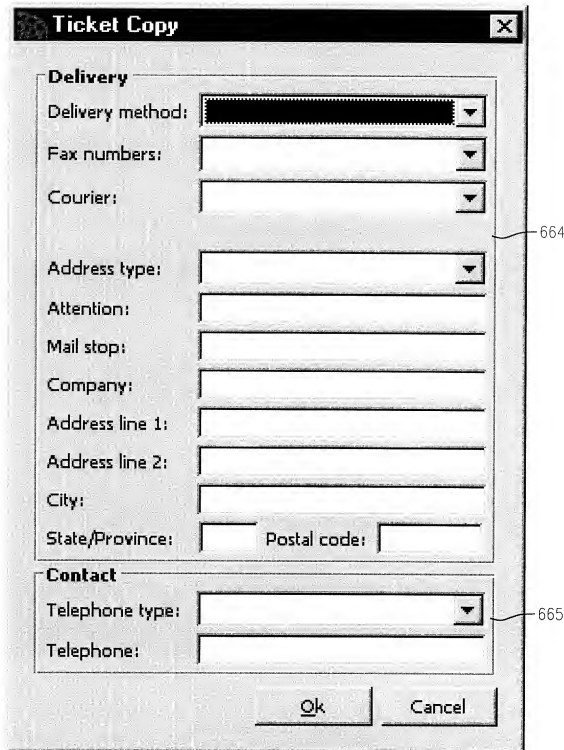
Menu [F12] Save Order Defer Ticketing Ticket Nogg Close

FIG. 6P

611

FIG. 6Q

33/63



The image shows a graphical user interface window titled "Ticket Copy". The window has a standard title bar with a close button (X) in the top right corner. The main content area is divided into two sections: "Delivery" and "Contact".

Delivery Section:

- Delivery method:** A dropdown menu with a dark, textured background.
- Fax numbers:** A text input field with a small downward arrow on the right.
- Courier:** A text input field with a small downward arrow on the right.
- Address type:** A text input field with a small downward arrow on the right.
- Attention:** A text input field.
- Mail stop:** A text input field.
- Company:** A text input field.
- Address line 1:** A text input field.
- Address line 2:** A text input field.
- City:** A text input field.
- State/Province:** A text input field.
- Postal code:** A text input field.

Contact Section:

- Telephone type:** A dropdown menu with a small downward arrow on the right.
- Telephone:** A text input field.

At the bottom of the window, there are two buttons: "Ok" and "Cancel".

Reference numerals 664 and 665 are present in the original image. 664 points to the right side of the Delivery section, and 665 points to the right side of the Contact section.

FIG. 6R

34/63

Emulator Window

Supplier Apollo

*RQ97n6

** THIS PNR IS CURRENTLY IN USE **

RQ97N6/M4 MSPOU QH2/M4 AC 24746735 28DEC

1.1DOE/JANE

1 DL 857Y 08APR DFWMCO HK1	730A 1050A *	TH	E
2 DL 199Y 11APR MCODFW HK1	1235P 226P *	SU	E

*** SEAT DATA EXISTS *** »9D

FONE-MSPAS/800-283-1462

TKTG-T/THISISADUMMYTICKETINST

ACKN-DL TOH6X1 28DEC 2141

2 DL TOH6X1	28DEC 2218
3 DL TOH6X1	28DEC 2222

»

9D

SEGMENT 01

DL 0857 Y 08APR DFW MCO

01. DOE	J HS 22A N	*NO BOARDING PASS*
---------	------------	--------------------

SEGMENT 02

DL 0199 Y 11APR MCO DFW

01. DOE	J HS 10A N	*NO BOARDING PASS*
---------	------------	--------------------

»

Save and Close

FIG. 6S

35/63

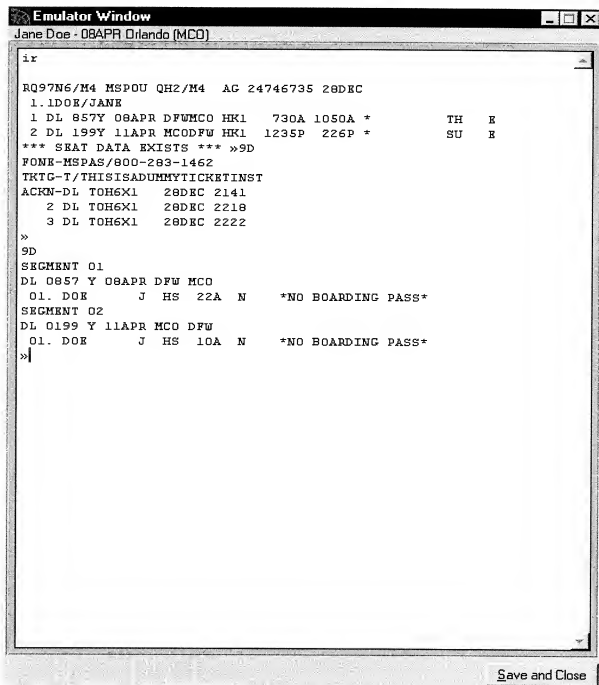


FIG. 6T

36/63

Add Remarks

Travel Components (Ctrl+T)

Travel Order	2JLN	TW	MSP	MSY
Air	7JLN	TW	MSY	STL
Air	7JLN	TW	STL	MSP

Remarks (Ctrl+R)

☒ Reservation Changes Reserved in First Class

☒ Seat Assignment Save and #

☐ Frequent Flyer Restriction

☐ Bag Allowances Requirements

☐ Revised Itinerary

☐ Airport Construction

☐ Confirm Status at Check-in

☐ Domestic Check-In Requirements

Remarks Summary List (Ctrl+L)

Category Component

Air 2JLN TW539 MSP MSY Note: Southwest Airlines does not refund lost or stolen tickets

Air 7JLN TW286 MSY STL Note: Seat assignments guaranteed until 30 minutes before departure

Air TravelOrder Note: Airport may require departure taxes at check-in

FillIn Remark

Verify status at check-in - you are waitlisted for (...)

☒ a lower fare

☐ a first class seat

☐ an alternate fare

OK
Cancel

FillIn Remark

Verify status at check-in - you are waitlisted for (...)

☐ Enter free form text

OK
Cancel

FillIn Remark

Verify status at check-in - you are waitlisted for (...)

☐ Enter free form text

OK
Cancel

FIG. 6U

682

37/63

690

Wrap Up Window

1) Store Fare
2) Form Of Payment
3) Service Fee
4) Ticket & Delivery

Stored fare	Date	From	To	Fee amount	Fee FOP
344.00	15/OCT	DEN	ATL		

Service Fee Summary

Service	Amount
<input checked="" type="checkbox"/> Air Domestic Fee	20.00
Air Intl Fee	20.00
Car/Hotel Only Fee	15.00

Fee amount: USD 20.00

Waive Fee: ☐

FOP Description: AirTravelOnly

Vendor: American Express

Number: 3700000000000028

Expires: 12/01

Set

Menu [F12] Save Order Order Tracking Ticket New Close

FIG. 6V

38/63

694

Itinerary Copy

Itinerary Delivery

Delivery method: E-Mail

Receive date: 23MAY

Fax: 763-212-4300

Email: tssua@carlson.com

Printer location: IDC

Printer:

Inserts:

692

Delivery Address

Address type: Work

Attention: Rick Anderson

Mail stop:

Company: Mercury Three

Address line 1: 123 Main St

Address line 2:

City: Atlanta

State/Province: GA Postal code: 30303

Country: USA

Telephone: 763-212-0684

OK Cancel

FIG. 6W

39/63

700

702

704

706

708

710

Inventory Window

Air F5 Car F6 Hotel F7

Reservation Type
☒ Direct ☐ Availability Search

Car Availability Search

Destinations (Ctrl+T)

ORD 19AUG22AUG

Vendor: ZE

Date: 19AUG 31 Time: 914a Location: ORD Address: Airport

Pickup: 19AUG 31 914a ORD Airport

Dropoff: 22AUG 31 645a ORD Airport

Car Information

Class: Full Size Trans: Automatic

Type: 4 Door AC: Yes

Additional Details

Car membership: None CD #: ZE80780 Special Instructions

Frequent flyer: None Guarantee: CA-0299 TestMas

Reserve Car Details... Special Equip...

Reserved Cars (Ctrl+V)

Vendor	Pickup	Dropoff	Type	Rate	Status	Miles	Mile Charge	Discount
ZE	ORD	ORD	F	\$0.00	SS	0	80780	

Cancel Car

Menu [F12] Manual Car... Save Order Close

FIG. 7A

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Inventory Window

Air F5 Car F6 Hotel F7

Reservation Type
☐ Direct ☒ Availability Search

Car Availability Search
Destinations (Ctrl+T)

Vendor: ZE Category: Standard or Defa Period: Daily

Date: 19AUG 31 Time: 914a Location: ORD Address: Airport

Pickup: 19AUG 31 Dropoff: 22AUG 31

Car Information
Class: Full Size Trans: Automatic
Type: 4 Door AC: Yes

Find

Availability (Ctrl+A)

1	2	3	Vendor	Location	Pickup	Dropoff	Type	Rate	Status	Guar	Miles	Mile Charge
-	-	-	ZE	ORD	19AUG	22AUG	FDAR	\$72.99	S	G	Unlimited	0
-	-	-	ZE	ORD	19AUG	22AUG	FDAR	\$77.99	S	G	Unlimited	0
-	-	-	ZE	ORD	19AUG	22AUG	FDAR	\$83.99	S	G	Unlimited	0
-	-	-	ZE	ORD	19AUG	22AUG	FDAR	\$91.99	S	G	Unlimited	0

Additional Details

Car membership: None CD#: ZE80780 Special Instructions

Frequent flyer: None Guarantee: CA-0299 TestMas

Reserve Car Details... More Special Equip... Rules...

Reserved Cars (Ctrl+V)

Vendor	Pickup	Dropoff	Type	Rate	Status	Miles	Mile Charge	Discount
ZE	ORD	ORD	F	\$0.00	SS	0	80780	

Cancel Car

Menu [F12] Mengaji Car... Save Order Close

FIG. 7B

41/63

Modify Car Components Request/Remarks [X]

Tu 10AUG	ZE	Type: ICAR	Club:
Pick-up: 10AUG 1:10p - DEN	Rate: \$195.25/Unlimited Miles		
Drop-off: 20AUG 11:30a - DEN	Conf: A610052E908	Status: Confirmed	

Car Reservation Details

Date	Time	Location	Address
Pickup: 10AUG 31	110p	DEN	Airport
Dropoff: 20AUG 31	1130a	DEN	Airport

Car Information

Class: Intermediate	Trans: Automatic
Type: Car	AC: Yes

Additional Details

Car membership: None	Corp Discount #: ZE80780
Frequent flyer: None	Guarantee: VI-9334 personal/visa

Special Instructions

Must be a black car

Special Equip... Car Details... OK Cancel

718
716
706
722
720

FIG. 7C

42/63

808

Inventory Window

Air F5 Car F6 Hotel F7

Destinations (Alt+T)

SAN 14OCT 19OCT

Hotel Availability Search

Contract hotels | All hotels | Available hotels | Source: TSS

When

Check-in: 14OCT 31

Check-out: 19OCT 31

Who

Number of Adults: 1

☒ Apply Contracts

Where

Search by: Reference Point

Ref. Point: Location

Zip Code

Distance: Reference Point

Find Ref. Point...

Show Only

Chain code:

Property:

Find

1) All 14OCT-19OCT Zip Code: 55441 2) All 14OCT-19OCT MSP 3) All 14OCT-19OCT MSP 4) All 14OCT-19OCT MSP

1	2	3	Chn	Property Name	Address	Dis	Dir	Location	Rate
-	1	FN	FAIRFIELD INN BURNSVILLE	14350 NICOLLET COURT	10 S	City	USD	58-67	
-	1	FN	FAIRFIELD COON RAPIDS	8965 SPRINGBROOK DRIVE	17 N	City	USD	58-67	
-	1	FN	FAIRFIELD INN ROSEVILLE M	3045 CENTRE POINT DRIVE	11 N	City	USD	62-71	
-	1	FN	FAIRFIELD INN EDEN PRAIRI	11325 VIKING DRIVE	10 W	Suburb	USD	66-89	
-	1	Hx	HAMPTON INN MSP - MINNET	10420 WAYZATA BLVD	11 N	City	USD	69-79	
-	1	TO	TOWNPLC STS MSP DTWN	525 2ND STREET NORTH	8 N	City	USD	71-116	
-	1	Hx	HAMPTON INN MINNEAPOLIS-	3000 EAGANDALE PLACE	4 SE	Suburb	USD	71-89	
-	1	Hx	HAMPTON INN MINNEAPOLIS	4201 W 80TH ST	7 W	City	USD	74-84	
-	1	Hx	HOLIDAY INN AIRPORT	1201 E 94TH ST	6 S	Airport	USD	75-95	
-	1	FN	FAIRFIELD BLOOMINGTON	2401 E 80TH ST SOUTH	5 S	Suburb	USD	77-89	
-	1	XV	SPRINGHILL SUITES EAGAN	3635 CRESTRIDGE DR	4 S	Suburb	USD	84+	

Property Availability... Hotel Details... More

Reserved Hotels (Alt+End)

Reserved	Chain	Property	Location	Check-in	Check-out	Rate	Room
Direct	FN	FAIRFLD MPLS/COON R	MSP	14OCT	19OCT	58.00 USD	CRL

Modify Room/Rate... Cancel Hotel

Menu [F12] Manual Hotel... Save Order Close

802

803

804

810

812

FIG. 8A

43/63

Hotel Property Availability	
FAIRFIELD COON RAPIDS 8965 SPRINGBROOK DRIVE COON RAPIDS, MN 55433 Phone number: 7637858922 Fax number: 7637858922	
Check-in:	14OCT
Check-out:	19OCT
Currency code:	USD
Guarantee:	
Room desc:	

Rate	Room Type
58.00	CWT : ASSOCIATED RATE ACCESS CODE CARLSON TVL WAGONLIT
58.00	CWT : ASSOCIATED RATE ACCESS CODE CARLSON TVL WAGONLIT
69.95	REGULAR RATE * 2 QUEEN BEDS * MAX 4 PPL * INCLUDES COMPLIMENTARY CONTINENTAL BREAKFAST
79.95	REGULAR RATE * 1 QUEEN BED * MAX 2 PPL * INCLUDES COMPLIMENTARY CONTINENTAL BREAKFAST

More

Additional Details

Number of rooms: 1 Number of adults: 1

Frequent guest: None CD#: None

Frequent flyer: None Guarantee: None

Justification: P - Preferred hotel reserved

Special Instructions

Bed Preference: King Bed Smoking Preference: Non-Smoking Request-Reconfirm

Description

Above First Floor

Add... Remove

Reserve

Vendor Messages

KING NONSMOKING--ON REQUEST
 TITANIC EXHIBIT IN NASHVILLE TENNESSEE 03MAY TO
 31AUG *** STAY WITH FAIRFIELD INN BY MARRIOTT ***
 FREE SHUTTLE SERVICE TO EXHIBIT ***** SEE MOD73430 *

Hotel Details... Hotel Rules... Close

FIG. 8B

44/63

Hotel Manual Reservation

Stay Details

Check-in: 19AUG 31 Rooms: 1
Check-out: 22AUG 31 Room type: Deluxe
Location: ORD Beds: 1 King

Property Details

Chain code: HH
Property name: Hilton Palmer House
Address: 17 Monroe Street
City: Chicago
State/Province: IL Postal code: 60606
Phone number: 312-555-1212
Contracts... Clear

Supplied To Hotel

Frequent guest #: None
Frequent flyer #: UA-123456789
Corp discount #: None
Guarantee card: VI-1234 MyVisa
Special Instructions

Recorded From Hotel

Room rate: \$129.00 USD ☒ Negotiated ☒ Commission is available
Cancel policy: Cancel by 4pm
Conf. number: 123456789
Conf. memo: Jodi
Reserve Close

820
822
824
826

FIG. 8C

45/63

Modify Hotel

Tu 10AUG	DENVER CENTRAL	Type: Direct Reservation	Room: KING
Chk-in: 10AUG		Rate: \$87.00/	Guar: Confirmed
Chk-out: 20AUG		Conf: 67993378	Status: Confirmed

Reservation Details

Check-in: 10AUG	Check-out: 20AUG	Number of adults: 1	Number of rooms: 1
-----------------	------------------	---------------------	--------------------

Additional Details

Frequent guest #: None	Corp discount #: None
Frequent flyer #: None	Guarantee card: None

Special Instructions

Coffee pot in room

Hotel Details... OK Cancel

FIG. 8D

46/63

900

Manual Limousine Reservation

Limousine Reservation Details

Vendor name: Other St. Paul Limo Service

Phone number: 612-555-1234

Period: Hourly

Type: Standard Limo

Number of limousines: 1

Guarantee card: AX37000000000028 12/01

Itinerary remarks: The driver will be holding a sign with your name on it.

Primary time: Pickup

Pickup Details

Date/time: 28JUN 31 515p

Location: MSP

Address type: <New Address>

Address/location: Minneapolis Airport check-in level.

Phone number:

Dropoff Details

Date/time: 28JUN 31 7p

Location: MSP

Address type: Home

Address/location: 5701 Pine Island Rd - 270 Tamarac, Florida 33321

Phone number: 111-111-1111

Recorded from Rental Agency:

Cancel policy: Cancel 2 hours prior to Pickup to avoid 100% penalty

Contact name: Julie W.

Confirmation #: 121-1122

Rate amount: 35.00 Currency: USD

Add Close

FIG. 9

47/63

Copy Travel Order Components for Peter Dalmada

Component Summary

✓ 12JUL	UA	1170	H	MSP ORD	7a 812a
✓ 12JUL	UA	506	W	ORD BOS	845a 1158a
✓ ZL	12JUL 12n	BOS	13JUL 7p	BOS	IC
✓ 13JUL	UA	531	W	BOS ORD	745p 923p
✓ 13JUL	UA	1889	H	ORD MSP	1023p 1135

Modify Air Component

Date: 12JUL 31 Booking class: H

Set

Identify Traveler... OK Cancel

FIG. 10

Additional Information

1) Encode 2) Decode 3) Converter 4) Time

Encode

- ☐ Airport
- ☒ City
- ☐ Air Vendor
- ☐ Car Vendor
- ☐ Hotel Vendor
- ☐ Country Name

Search for: las Find

Encode List

Code	Description
WTU	Las Tunas xx CU
QLA	Lasham xx GB
LPA	Las Palmas xx ES
LRU	Las Cruces NM US
LSH	Lashio xx MM
LSP	Las Piedras xx VE
LTL	Lastourville xx GA
LVS	Las Vegas NM US
LAS	Las Vegas NV US
LCS	Las Canas xx CR
LGT	Las Gaviotas xx CO
LHS	Las Heras SC AR
LKR	Las Khoreh xx SO
LLH	Las Limas xx HN
LLS	Las Lomitas FO AR

Close

FIG. 11A

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The screenshot shows a window titled "Additional Information" with a close button (X) in the top right corner. Below the title bar are four tabs: "1) Encode", "2) Decode", "3) Converter", and "4) Time". The "2) Decode" tab is selected. On the left side of the tab, there is a list of categories with radio buttons: "Airport" (selected), "City", "Air Vendor", "Car Vendor", "Hotel Vendor", "Currency", and "Country". To the right of this list is a "Search for:" field containing the text "LAS" and a "Find" button. Below the search field is a section titled "Decode List" containing a list box with the entry "LAS McCarran International - Las Vegas, NV USA". At the bottom right of the window is a "Close" button.

FIG. 11B

The screenshot shows the same "Additional Information" window, but with the "3) Converter" tab selected. The left sidebar remains the same. The main area of the window is titled "Currency Criteria" and contains three input fields: "Convert To Currency Code:" with "USD" entered, "Convert From Currency Code:" with "CAD" entered, and "Currency Amount:" with "1,500.00" entered. A "Convert" button is located to the right of the "Currency Amount" field. Below this section is a section titled "Results: 1500 CAD to USD" which contains two input fields: "Rate of Exchange:" with "0.67796" entered and "Amount:" with "1016.94" entered. A "Close" button is at the bottom right of the window.

FIG. 11C

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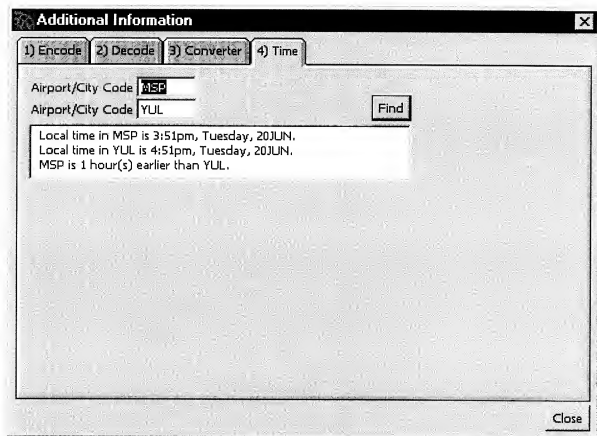


FIG. 11D

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Travel Documents

Travel Order Documents

Traveler Unused Documents

All Traveler Documents

Type	Travel Date	Carrier	Cnx	From	To	Fare Basis	Price	Ticketing Date	Invoice #	Status	Ticket #
WATB	14APR00	012		MSP	DFW		207.00	09FEB00	000002208	Allocated For Exchange	9900130593
	14APR00	NW	O	MSP	DFW	V	200.00				9900130593
WATB	16OCT00	016		ORD	PHL		229.44	09FEB00	000002209	Allocated For Exchange	9900130594
	16OCT00	UA	O	ORD	PHL	VR2ZIN	111.18				9900130594
	18OCT00	UA	O	PHL	ORD	VR21ON	92.02				9900130594
Electronic Ticket	15MAR00	006		PHL	BOS		175.34	11FEB00	000002237	Allocated For Exchange	9900130631
	15MAR00	DL	O	FLL	BOS	L7SALE	77.37				9900130631
	22MAR00	DL	O	BOS	FLL	L7SALE	75.51				9900130631
WATB	001						50.00	10018800	000002227	Unused Exchange	9900000000

New Status (CH+H):

Set

Void/Refund...

Edit Rules...

Reissue

Create Task...

Close

FIG. 12A

1206

FIG. 12B

52/63

Create Deferred Task

Task category list (Ctrl+T)

- ▼ Air
- Manual Book
- Manual Cancel
- Manual Change
- Book Charters
- Book Corporate Jet
- Upgrade
- Special Needs
- Seat Assignment
- Fly/Rail/Drive analysis
- Manual Pricing
- Advise International Requ

DT group: International

Start by: 18 JAN 31 359p

Complete by: 19 JAN 31 359p

☐ Ticketing dependent task

Comments
Needs wheel chair

OK Cancel

FIG. 13A

53/63

Deferred Tasks

Task Summary List (Ctrl+T)

Traveler	Travel Order	Description	Start	Due	Status
▼ Johnson, Pat	Denver (DEN)	Air - Manual Book	15JAN	15JAN	Ready
		Air - Manual Book	15JAN	15JAN	Ready
		Air - Manual Book	15JAN	15JAN	Ready
		Air - Manual Book	15JAN	15JAN	Ready
		Air - Manual Book	15JAN	15JAN	Ready

Task Manual Book

Deferred Task for Testing only

Group: Domestic

Status: Ready

Reason Code:

Reason Text:

Start by: 15JAN 31 912p

Complete by: 15JAN 31 912p

Open Travel Order... Set

Close

FIG. 13B

[illegible]

FIG. 13C

55/63

1320

1324

Create Deferred Task

Task type list (Alt+T)

- ▼ Ticketing
- Pending receipt of document from client for exchange
- Manual Air Ticketing
- Pending receipt of document from client for void/other

Group: [dropdown]

Start: 23MAY

Finish by: 24MAY

1054p 1054p

☐ Must complete before ticketing

Comments

Existing Documents...

OK Cancel

FIG. 13D

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1400

1402

1404

1406

1408

Modify Customer Service Item

Description: TEST

Contact name: Dawn

Travel type: Business Origination: Call

Creation date: 18FEB00 31 Days open: 123

Respond by: 19FEB00 Resolve by: 19FEB00

Category Information (Ctrl+G)

Category: Air Sub category: Date booked incorrectly

Vendor: Nations Air Express

Vendor name:

Responsibility Information (Ctrl+R)

Party: Carlson Wagonlit Travel Sub party: CWT Employee

Party name: Dawn

Action Information (Ctrl+I)

Status	Action description
Completed	Payout authorization needed-Payout recieved due to client fidklnfnk
Needed	Written correspondence to traveler-Write letter

Action: Payout authorization needed

Description: Payout recieved due to client fidklnfnk

Add Set Complete Delete

OK Cancel

FIG. 14

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1504

1502

1504

FIG. 15A

Prof. System Monitor

Summary

Status Description

Alerts Ok

Partials Ok

GIS Ok

DTM Ok

Shrink/Expand

1) Alerts 2) Partial 3) GIS 4) DTM

Severity	Time stamp	Message	Category	Environment	Location	Application	Class
ERROR	23-May-2001 12:52:31	Gateway TDC000001: Gateway TDC000001: Parse failu...	EQUANT	Prod		TSS_00	NovusGa
ERROR	23-May-2001 12:50:50	Gateway TDC000001: Gateway TDC000001: Parse failu...	EQUANT	Prod		TSS_00	NovusGa
ERROR	23-May-2001 12:50:26	Gateway TDC000001: Gateway TDC000001: Parse failu...	EQUANT	Prod		TSS_00	NovusGa
ERROR	23-May-2001 12:49:42	Gateway TDC000001: Gateway TDC000001: Parse failu...	EQUANT	Prod		TSS_00	NovusGa
ERROR	23-May-2001 12:47:14	Gateway TDC000001: Gateway TDC000001: Parse failu...	EQUANT	Prod		TSS_00	NovusGa
ERROR	23-May-2001 12:46:56	Unable to establish a Novus session: SupplierManager...	Unknown	Prod	TCS_00_Par26...	TCS_00	Supplier
ERROR	23-May-2001 12:46:56	Unable to establish a Novus session: SupplierManager...	Unknown	Prod	TCS_00_Par26...	TCS_00	Supplier
WARNING	23-May-2001 12:45:56	Gateway TDC000001: Open session failed!	EQUANT	Prod	TCS_00_Par26...	TCS_00	NovusGa
ERROR	23-May-2001 12:17:21	Gateway TDC000001: Session has timed out. Please dis...	Unknown	Prod	TCS_00_Par26...	TCS_00	NovusGa
ERROR	23-May-2001 12:09:00	Gateway TDC000001: Current air contract in client Mercury One a...	DATA INTEGRITY	Prod	TCS_00_Par26...	TCS_00	NovusGa
INFO/MATI...	23-May-2001 12:08:40	Gateway TDC000001: Could not find current air contract in client Mercury One a...	DATA INTEGRITY	Prod	TCS_00_Par26...	TCS_00	NovusGa
INFO/MATI...	23-May-2001 12:06:03	Gateway TDC000001: Could not find current air contract in client Mercury One a...	DATA INTEGRITY	Prod	TCS_00_Par26...	TCS_00	NovusGa
ERROR	23-May-2001 12:01:41	Optimistic lock failure during update. CDOClass: TravelOrd...	Unknown	Prod	TCS_00_Par26...	TCS_00	NovusGa
INFO/MATI...	23-May-2001 11:56:25	Gateway TDC000001: Could not find current air contract in client Mercury One a...	DATA INTEGRITY	Prod	TCS_00_Par26...	TCS_00	NovusGa
ERROR	23-May-2001 11:56:25	Gateway TDC000001: Could not find current air contract in client Mercury One a...	DATA INTEGRITY	Prod	TCS_00_Par26...	TCS_00	NovusGa
ERROR	23-May-2001 11:56:25	Gateway TDC000001: Could not find current air contract in client Mercury One a...	DATA INTEGRITY	Prod	TCS_00_Par26...	TCS_00	NovusGa
INFO/MATI...	23-May-2001 11:39:53	Gateway TDC000001: Gateway TDC000001: Parse failu...	EQUANT	Prod	TCS_00_Par26...	TCS_00	NovusGa
INFO/MATI...	23-May-2001 11:02:54	This code could not be found in our database: ICLN...	SYSTEM MANA...	Prod	TCS_00_Par26...	TCS_00	NovusGa
ERROR	23-May-2001 11:01:40	Gateway TDC000001: Gateway TDC000001: Parse failu...	EQUANT	Prod	TCS_00_Par26...	TCS_00	NovusGa

Filter by Severity: [all] Filter by Application: [all]

Configuration...

Close

Last updated: 23-May-2001 22:47:57

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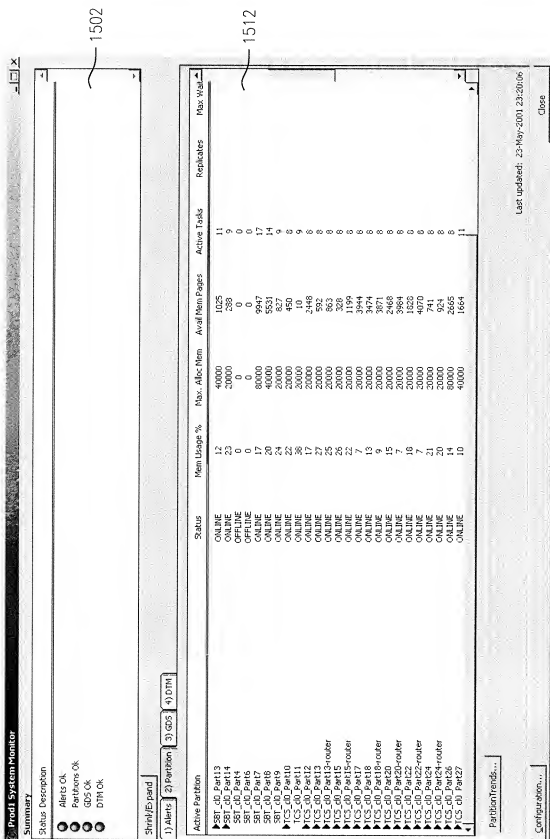


FIG. 15B

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Prod1 System Monitor

Summary

Status Description

☒ Alerts OK

☒ Partners OK

☒ GDS OK

☒ DTM OK

1) Alerts 2) Partition 3) GDS 4) DTM

Supplier Gateway: **TOP000001**


Supplier Gateway Information

Connection Information		Accto	Salre
In use sessions		5	0
Past sessions		7	1
Spore session handlers		5	0

TM Information

Description	Accto	Salre
Hit count	862	248

Supplier Queue Count Trend



Supplier Queue Deferred Tails

Last supplier record locator: KSKTD

Last supplier record timestamp: 200105231121S31

Is process sleeping: TRUE

Is process running: TRUE

Last updated: 23-May-2001 23:21:46

Shrink/Expand

Configuration...

Close

FIG. 15C

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Prodi System Monitor

Summary

Status Description

Alerts Ok

Partitions Ok

GDS OK

DTM OK

Shrink/Expand

1) Alerts 2) Partition 3) GDS 4) DTM

Automated Details

Processing:	TRUE	Processing:	Active
Sleeping:	0	Routing count:	20
Routing Count:	0	In Progress Count:	0
Max Thread Duration:	0	Longest In Progress:	0
Overdue Count:	0	Overdue Count:	20
Longest Overdue:	0	Longest Overdue:	2000
		Last Pushed:	23-May-2001 16:29:39

Automated deferred Tasks Processed Last Minute

Manual Visible Locations

Location Name	Client Identifier	Work Po
▶TDC Building Call Center		

Last updated: 23-May-2001 23:22:17

FIG. 15D

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Maintain CWT Services
[-] [X]

CWT Services
1602

Name	Type	Category	Active	Expires
Air Domestic Fee	Core	Other	06/28/2000	01/01/2100
Air Intl Fee	Core	Other	06/28/2000	01/01/2100
Air Reserve	Core	Air	06/28/2000	01/01/2100
Air Ticket	Core	Ticketing	06/28/2000	01/01/2100
Car Reserve	Core	Car	06/28/2000	01/01/2100
Car/Hotel Only Fee	Core	Other	06/28/2000	01/01/2100
Client Care Network	Core	Other	04/04/2001	12/31/2099
Client Data	Core	General	06/28/2000	01/01/2100
Client Data Validation	Core	Other	06/28/2000	01/01/2100
E-Ticket	Core	Ticketing	06/28/2000	01/01/2100

Edit Policy Items...

Add Service
Delete Service

Name:

Type: ☒ Core ☐ Premium

Category:

Active:

Expires:

Set

Save
Close

1604

FIG. 16A

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Edit CWT Travel Policies

CWT Policies
- [] X

Name	Data Type	Value	Active	Expires
Book Air via CRS only	Flag	FALSE	06/28/2000	04/23/2001
Air-Both CRS & Non-CRS	Flag	TRUE	06/28/2000	11/16/2000
1st Class Allowed	Text	OK Over 8 Hours	06/28/2000	01/01/2100
Alternate Airport	Text	Offer Standard	06/28/2000	01/01/2100
Alternate Transportation	Text	Commuter, Helicopters OK	06/28/2000	01/01/2100
Busn Class Allowed	Text	OK Over 8 Hours	06/28/2000	01/01/2100
Conn/Direct w/stops ok	Text	Offer	06/28/2000	07/23/2000
Earliest Outbound	Text	9:00 AM	06/28/2000	04/23/2001
Int'l Rate Desk Faring	Text	True	06/28/2000	04/23/2001
Latest Arrival	Text	10:00 PM	06/28/2000	04/23/2001

Description: 1st Class Allowed

Data Type: Text

Value: OK Over 8 Hours

Visible outside TSS: True ☒ False

Activation Date: 06/28/2000

Expiration Date: 01/01/2100

Add Policy **Delete Policy**

Set

Ok **Cancel**

FIG. 16B

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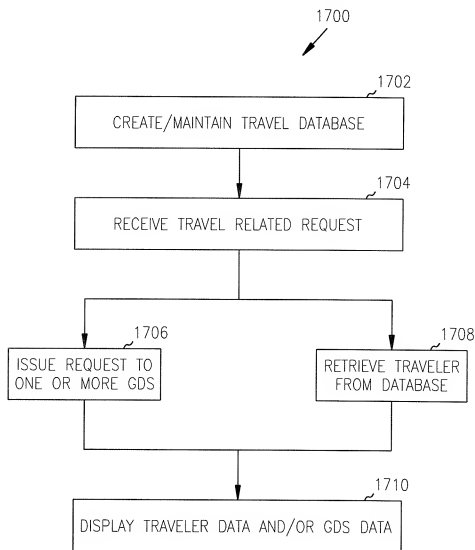


FIG. 17